



4 - STROKE  
VS/VX/VZ/VL BULLETIN NO. 24  
DATE: 7/26/2004

## 1999 - 2004 VZ800X-K4 E33 (California models only) MARAUDER FUEL SYSTEM EVAPORATIVE CANISTER REPLACEMENT

**ATTACHMENTS: DEALER AND CUSTOMER LETTERS**

**Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 1999 - 2004 model year VZ800X-K4 E33 (California models only) Marauder motorcycles. Suzuki Motor Corporation is conducting a voluntary Safety Recall Campaign.**

**Federal Law requires that ALL vehicles affected by a safety recall campaign be corrected prior to sale or lease to a customer. You must verify this on the Suzuki "Certificate of Vehicle Pre-Delivery" form, which is to be completed for all new and used vehicle sales.**

The VIN ranges of the affected VZ800 E33 models are listed below. Non-California specification models are not affected. Not all of the units within these VIN ranges are affected, only California emissions specification models. Confirmation of an affected unit can be checked on SCAT.

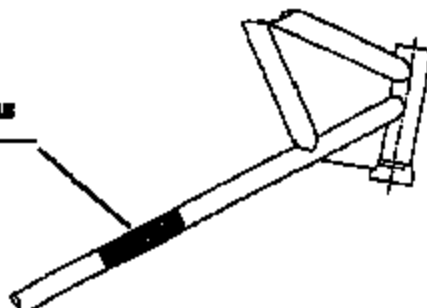


**AFFECTED UNIT VIN RANGES cont.:**

To identify an E33 (California) model, check the Vehicle Emissions Control Label located on the right side (throttle grip side) frame down tube. For further assistance in identifying an affected unit, contact techline at 800/756-3251



California Regulations Applicable



Suzuki Motor Corporation has determined that when a subject motorcycle is parked after city driving in heavy traffic, under certain conditions, elevated pressure in the fuel tank vent line due to restricted flow through the evaporative carbon canister can cause backpressure in the carburetor vent lines through the surge control valve. Due to the orientation of the rear carburetor, this can on some occasions cause liquid fuel from the rear carburetor float bowl to overflow into the rear carburetor air filter box. In the presence of an ignition source, this fuel can cause a fire. The possibility of fuel overflow is increased if the fuel tank is filled to capacity or is overfilled.

Due to the serious nature of this situation, Suzuki requires that you **PERFORM THE RECALL SERVICE AS QUICKLY AS POSSIBLE ON YOUR CUSTOMERS' MOTORCYCLES.**

This campaign addresses only California emissions specification (E33) units that are equipped with evaporative emissions fuel tanks and canisters. Non-California specification models are not affected.

**CUSTOMER NOTIFICATION:**

In a Safety Recall Campaign letter that will be mailed on July 30, 2004 (see attachment), customers are advised to contact the Suzuki dealer where they purchased their VZ800 Marauder to schedule an appointment to have the emissions canister replaced. As some customers may have moved to other communities since their VZ800 Marauder purchase, you may also receive calls from customers who purchased their motorcycle elsewhere. Once you are contacted by the owner of an affected VZ800 Marauder, please arrange to order the Safety Recall Campaign kit parts for the customer's motorcycle. Also, let your customers know that the Safety Recall Campaign service will be performed at no cost to them for parts and labor.

**UNREGISTERED UNITS:**

If your dealership sold a VZ800X-K4 California model Marauder to a customer, but have not yet submitted a SCAT registration, send the sales information to American Suzuki **AT ONCE.** We will send the customer an owner notification letter when we receive the sales information from your dealership.

Since only you know the identity of these customers, you must immediately notify these customers of the Safety Recall Campaign. Please telephone all of these customers and inform them of the need to stop riding their VZ800X-K4 California model Marauder motorcycle.

**SAFETY RECALL CAMPAIGN SERVICE:**

You are to install the required Safety Recall Campaign service kit parts on any customer's VZ800X-K4 California model Marauder motorcycle that is within the affected VIN range. The Safety Recall Campaign service will be done at no cost to the customer for parts and labor.

**ORDERING PARTS FOR THE SAFETY RECALL CAMPAIGN:**

**YOU WILL BE RESPONSIBLE FOR ORDERING THE FUEL SYSTEM EVAPORATIVE CANISTER PARTS KIT FOR YOUR CUSTOMER'S MOTORCYCLE.** You will need to use the special FAX order form on page 15 of this service bulletin to order the redesigned parts. The Safety Recall Campaign parts coordinator can be contacted at (714) 996-7040 extension 2551 for questions about campaign parts.

**PARTS ORDERING PROCEDURE:**

***IMPORTANT: SCAT AND MAILED PARTS ORDERS CANNOT BE ACCEPTED.***

Please make a copy of the FAX order form and legibly write your dealership name, Suzuki dealer number and telephone number. Write the quantity of fuel system evaporative canister parts kits you require. Write each motorcycle's VIN# and customer name. If the motorcycle is not sold, please write UNSOLD on the customer line. If there is not enough space for customer names, use a second copy of the form.

Once complete, FAX the order form to Suzuki. This FAX ordering method is the only way to order recall service parts. ***REMEMBER: SCAT and mailed parts orders cannot be accepted.***

**RECALL SERVICE PARTS ORDER****FAX LINE: 714/528-3090*****USE THE ATTACHED ORDER FORM*****PARTS SHIPMENT DATES:**

Parts will be shipped to you via UPS 3-Day Shipment, freight prepaid, net 90 days. Parts orders will be shipped in the order in which they are received. Place your orders as soon as possible to prevent any delays in performing the recall service for your customers.

Recall service parts can not be automatically shipped by Suzuki. You must place an order using a FAX order form as instructed above to receive parts.

**PARTS RETURN or ADDITIONAL PARTS:**

If you require additional parts, return authorization, or have any other parts related questions concerning this recall, contact the recall parts coordinator at 714-996-7040 ext. 2551.

# EVAPORATIVE CANISTER REPLACEMENT PARTS LIST (Kit #99103-11184)

	Item	Part Name	Size	Quantity		
				For early X model	For late X model Y - K4	Total included in parts kit
New parts to be installed	A	Canister Set		1	1	1
	B	Hose, fuel vapor	L = 180mm	1		1
	C	Protector, vapor hose		1		1
	D	Hose, breather	L = 830mm	1	1	1
	E	Protector, breather hose		1	1	1
	F	Hose, breather extension	L = 480mm	1	1	1
	G	Protector, breather ext hose		1	1	1
	H	Cap, pipecomp			1	1
	I	Clip	I.D. = 11.6mm	1	1	1
	J	Clip	I.D. = 11mm	3	4	4
	K	Clip	I.D. = 10mm	4	4	4
	L	Joint, 2 way (straight)		1	1	1
	M	Clamp, breather hose	L = 180mm	1	1	1
	N	Clamp, breather ext. hose	L = 140mm	1	1	1
	O	Label, vacuum hose routing		1		1
	P	Label, vacuum hose routing			1	1
Original parts to be removed	a	Canister Set		1	1	
	b	Protector, coil			3	
	c	Hose, breather	L = 880mm		1	
	d	Protector, coil		2		
	e	Hose, breather	L = 700mm	1		
	f	Cap, canister purge		1	1	
	g	Clip	I.D. = 11mm	6	6	
	h	Clip	I.D. = 11.6mm	1	1	
	i	Joint, 3 way		1		
	j	Hose	L = 60mm	1		
	k	Protector, coil		1		
	l	Hose	L = 120mm	1		
	m	Protector, coil		1		

## ⚠ WARNING

When working with the fuel system, make sure to work in a well ventilated area away from any flame or ignition sources. Store the motorcycle in an area away from any flame or ignition sources.

## EVAPORATIVE CANISTER REPLACEMENT PROCEDURE:

Note that there are two different evaporative canister replacement procedures, VZ800X (Early VIN range) and VZ800X (Late VIN range)/Y/K1/K2/K3/K4. Please make sure you are using the correct procedure for the VIN range and year model that you are working on. You will have extra parts, check the list above for applicable parts.

## **EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X (Early):**

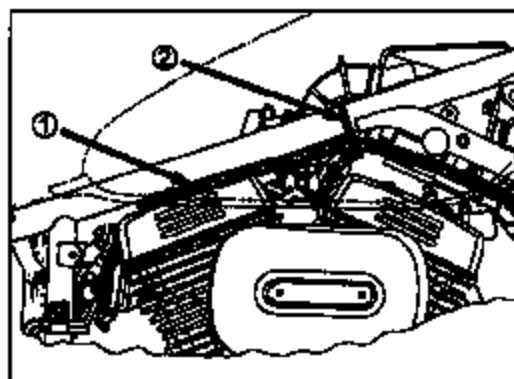
- 1. Remove the seat (Refer to page 6-1 of the Service Manual)**

Remove the fuel tank (Refer to page 4-4 of the Service Manual)

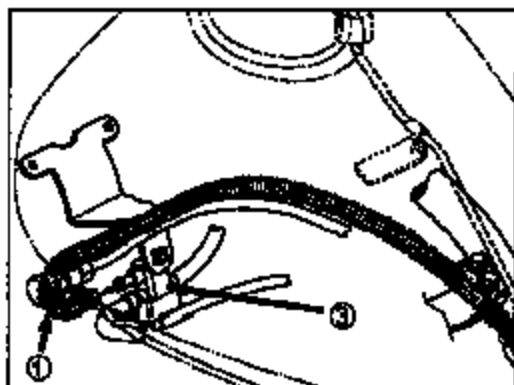
Remove the RH side cover

- 2. Remove the clamp ② from the breather hose ①.**

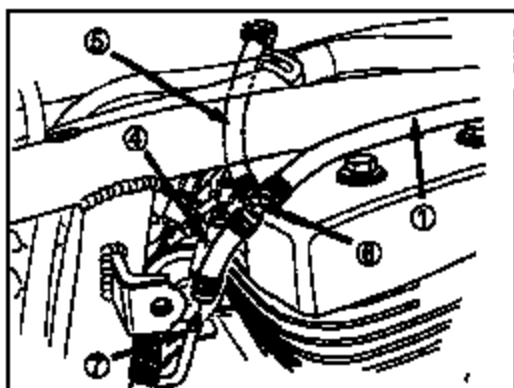
**Note:** The original clamp ② will be reused.



- 3. Disconnect the front end of the breather hose ① from the carburetor surge control valve ③.**



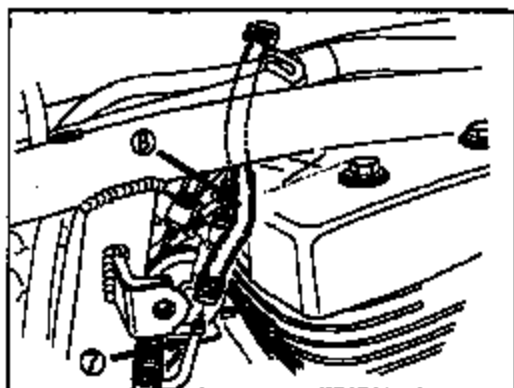
- 4. Disconnect the breather hose ①, breather surge hose ④, the fuel vapor hose ⑤ and the T-joint ⑥ from the canister surge pipe ⑦. Dispose of the T-joint ⑥ and the three disconnected hoses ①, ④ and ⑤.**



- 5. Connect one end of the new fuel vapor hose ⑧ (item B, L=180mm) to the canister surge pipe ⑦.**

**Note:** Use new clips (Item J, I.D. 11mm)

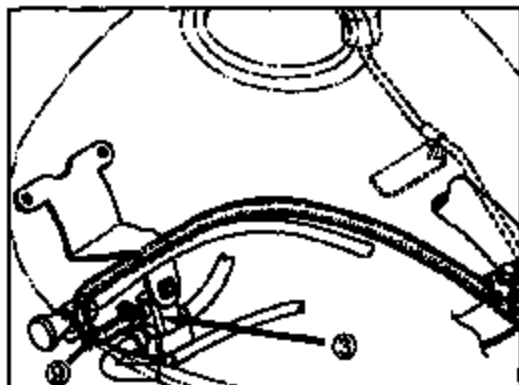
**Note:** The new fuel vapor hose is fitted with a mesh protector.



## **EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X( Early) cont.:**

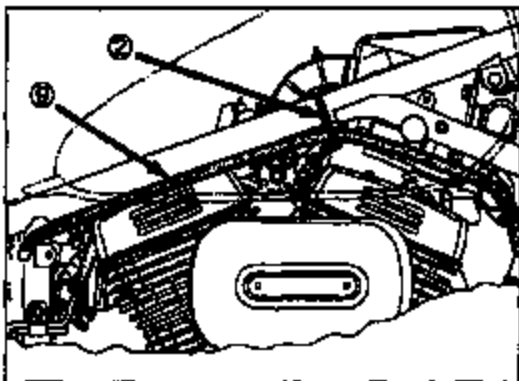
6. Connect the front end of the new breather hose ⑨ (Item D, L=830mm) and clip ① (Item J, I.D. 11mm) onto the carburetor surge control valve ③.

**Note:** The new breather hose is fitted with a mesh protector.

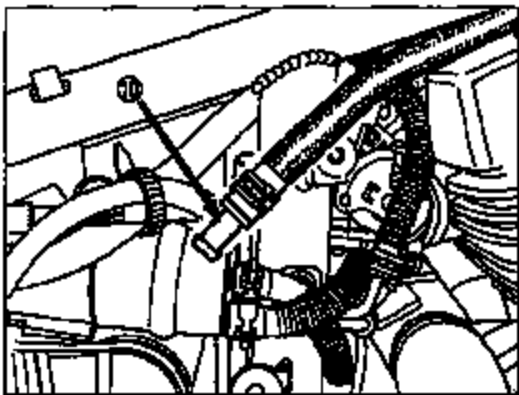


7. Route the new breather hose ⑨ in the same way as the original breather hose. Fit the clamp ② onto the new breather hose.

**Note:** Reuse the original clamp ②.

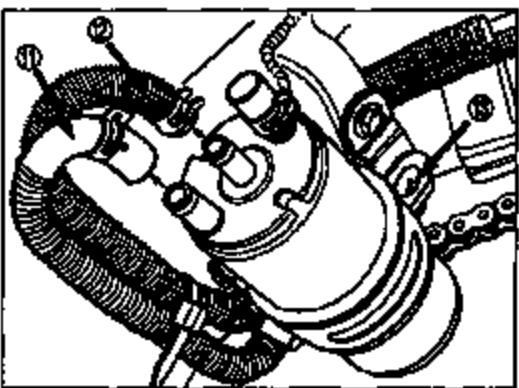


8. Connect the straight joint ⑩ (Item L) and clip ① (Item K, 10mm) onto the rear end of the new breather hose.



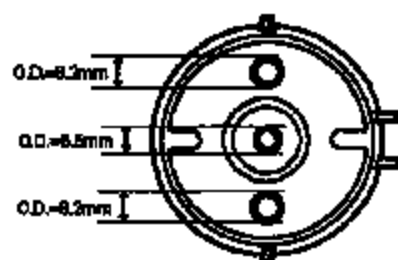
9. Disconnect the purge hose ⑪ and the surge hose ⑫ from the original canister. Loosen the screw ⑬, and remove and dispose of the original canister.

**Note:** Remove the rubber cushion from the original canister and reuse it with the new canister.

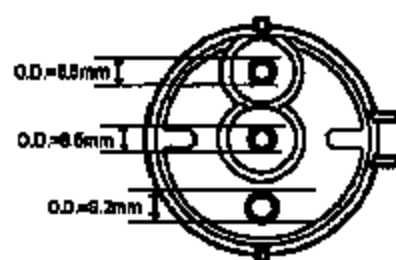


## EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X( Early) cont.:

**Note:** The original canister and new canister have different locations/sizes of pipes.



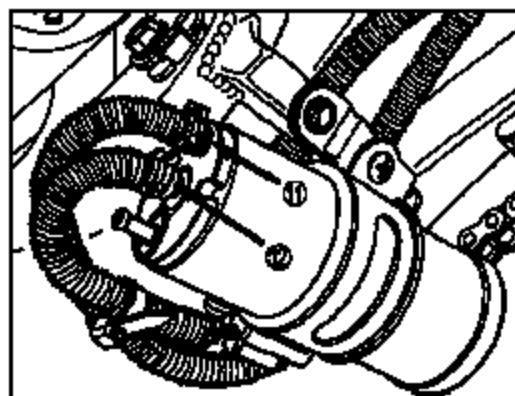
Original canister



New canister

- 10.** Fit the new canister (Item A). Connect the purge hose ⑪, the surge hose ⑫ and the clips onto the new canister as illustrated.

**Note:** Use the new clip (Item I, 11.6mm) on the purge hose ⑪ and (Item J, 11mm) on the surge hose ⑫.

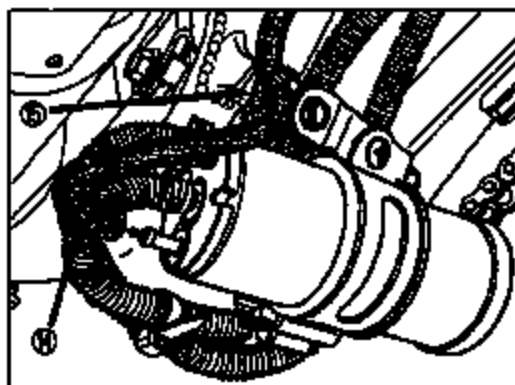


- 11.** Connect the elbowed end of the breather extension hose ⑭ (Item F, L=480mm) onto the canister.

**Note:** The breather extension hose is fitted with a mesh protector.

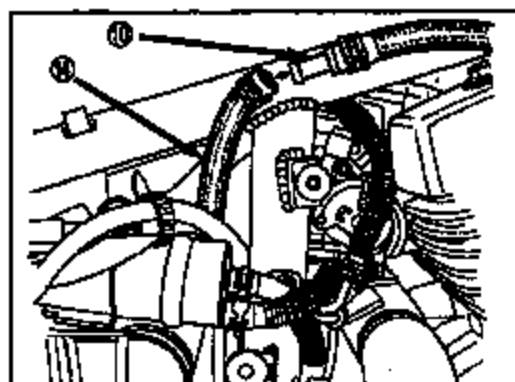
Clamp the breather extension hose onto the canister mount bracket of the frame.

**Note:** Use a new clip (Item K, I.D. 10mm) and a new clamp ⑮ (Item N, L=140mm).



- 12.** Connect the other end of the breather extension hose ⑭ to the straight joint ⑩.

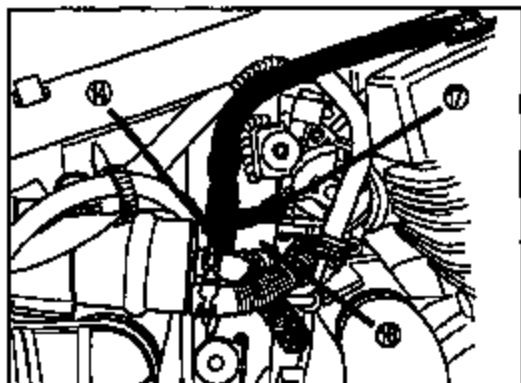
**Note:** Use new clip (Item K, I.D. 10mm)



## **EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X( Early) cont.:**

- 13. Clamp the breather extension hose ⑭ onto the frame ⑮.**

**Note:** Use new clamp ⑰ (Item M, L=180mm).



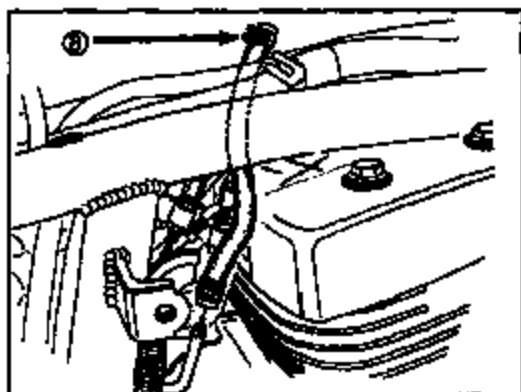
- 14. Inspect the rear air filter for discoloration caused by fuel contamination (Refer to page 2-3 of the Service Manual) and replace as needed.**

**Note:** The air filter is not part of the canister parts kit. If replaced you will need to get an authorization number from TECH-LINE or your Technical Service Manager.

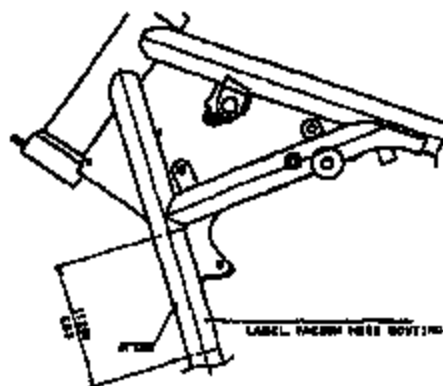
- 15. Install the fuel tank (Refer to page 4-4 of the Service Manual) and connect upper end of the new fuel vapor hose ⑧ (Item B, L=180mm) to the fuel tank vapor pipe.**

**Note:** Use new clips (Item J, I.D. 11mm)

**Install the seat (Refer to page 6-1 of the Service Manual) and the RH side cover.**



- 16. Clean the original vacuum hose routing label, located on the LH frame down tube, to remove any grease, oily film or dirt and attach the new vacuum hose routing label (Item O, 68387-48E11) on top of the original label.**



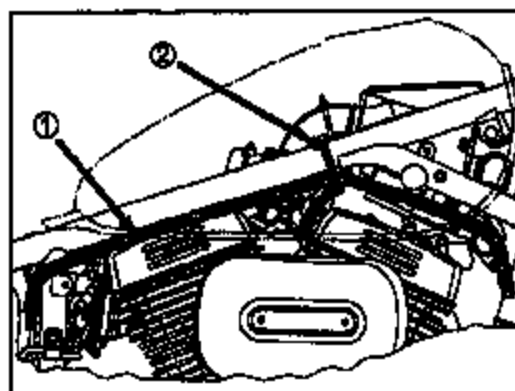


## **EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X (Late)/Y/K1/K2/K3/K4:**

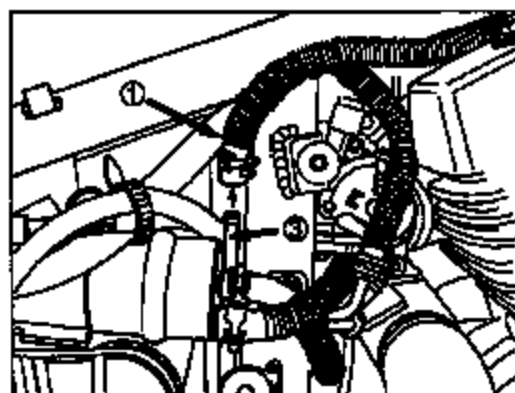
1. Remove the seat (Refer to page 6-1 of the Service Manual)  
Remove the fuel tank (Refer to page 4-4 of the Service Manual)  
Remove the RH side cover

2. Remove the clamp ② from the breather hose ①.

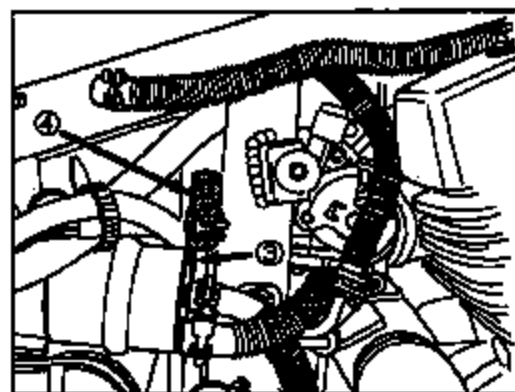
**Note:** The original clamp ② will be reused.



3. Disconnect the rear end of the breather hose ① from the canister surge pipe ③.

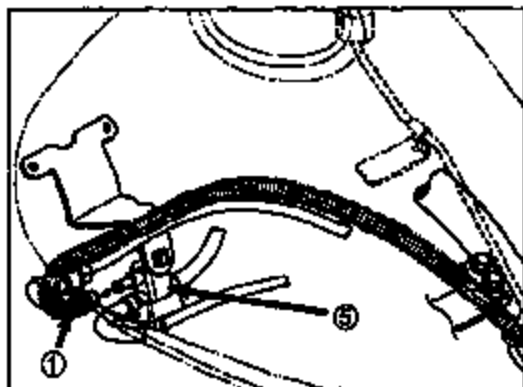


4. Fit the cap ④ (Item H) and clip (Item J, 11mm) onto the canister surge pipe ③.



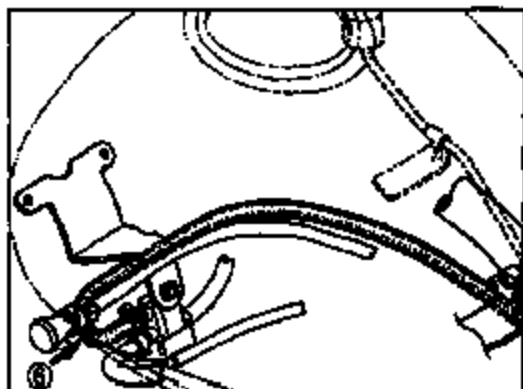
**EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X (Late)/Y/K1/K2/K3/K4 cont.:**

5. Disconnect the front end of the breather hose ① from the carburetor surge control valve ⑤. Remove the original breather hose, coil protector and two clips and discard them.



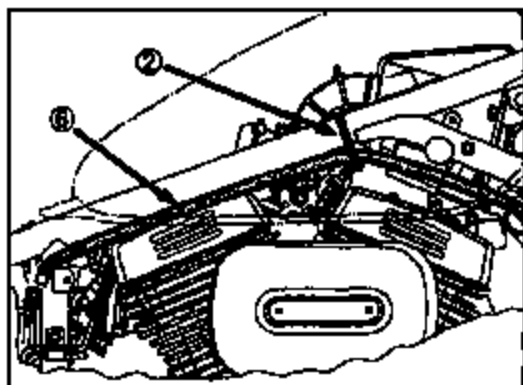
6. Connect the front end of the new breather hose ⑥ (Item D, L=830mm) and new clip (Item K, I.D. 10mm) onto the carburetor surge control valve.

**Note:** The new breather hose is fitted with a mesh protector.

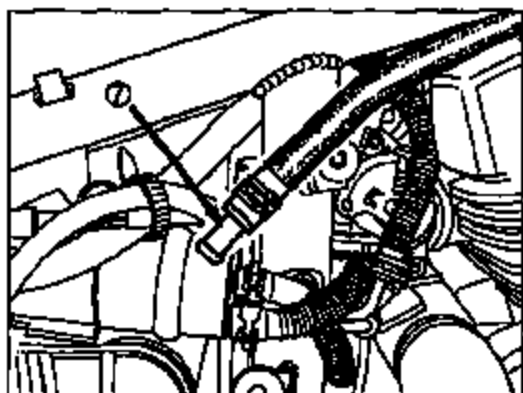


7. Route the new breather hose ⑥ in the same way as the original breather hose. Fit the clamp ② onto the new breather hose.

**Note:** Reuse the original clamp ②.



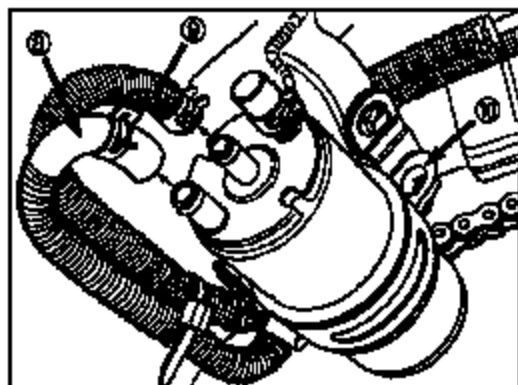
8. Connect the straight joint ⑦ (Item L) and the new clip (Item K, I.D. 10mm) onto the rear end of the new breather hose.



## EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X (Late)/Y/K1/K2/K3/K4 cont.:

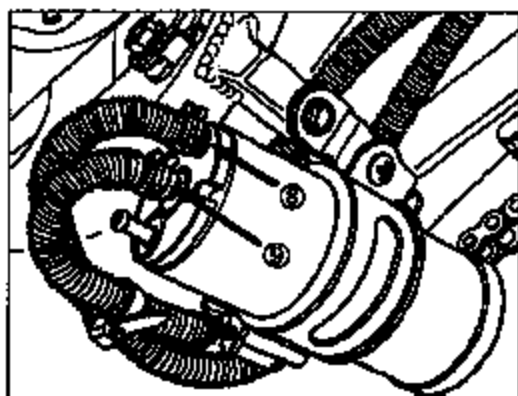
9. Disconnect the purge hose ⑧ and the surge hose ⑨ from the original canister. Loosen the screw ⑩, and remove the original canister.

Note: Remove the rubber cushion from the original canister and reuse it with the new canister.

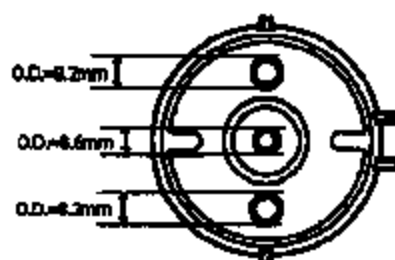


10. Fit the new canister (Item A). Connect the purge hose ⑧, the surge hose ⑨ and the clips onto the new canister as illustrated.

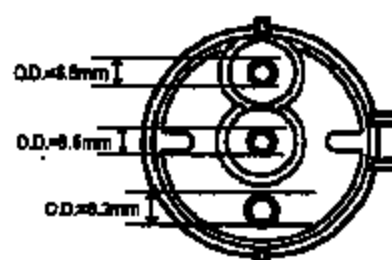
Note: Use the new clip (Item I, I.D. 11.6mm) on the purge hose ⑧ and (Item J, 11mm) on the surge hose ⑨.



Note: The original canister and new canister have different locations/sizes of pipes.



Original canister



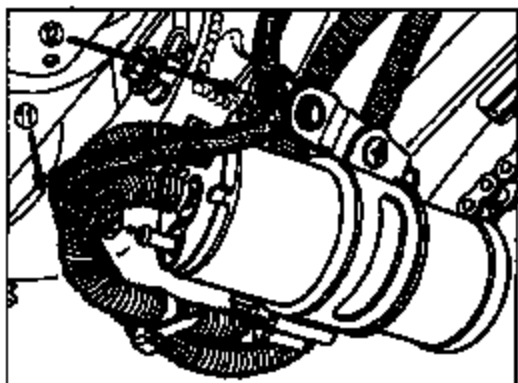
New canister

11. Connect the elbow end of the breather extension hose ⑪ (Item F, L = 480mm) onto the canister.

Note: The breather extension hose is fitted with a mesh protector.

Clamp the breather extension hose onto the canister mount bracket of the frame.

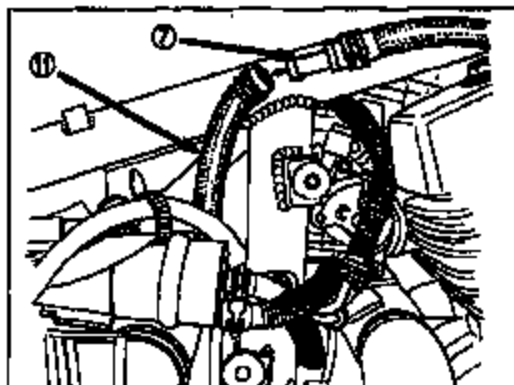
Note: Use a new clip (Item K, I.D. 10mm) and a new clamp ⑫ (Item N, L = 140mm).



## **EVAPORATIVE CANISTER REPLACEMENT PROCEDURE VZ800X (Late)/Y/K1/K2/K3/K4 cont.:**

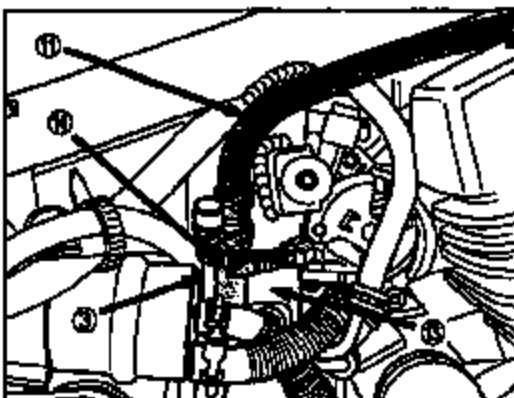
- 12. Connect the other end of the breather extension hose ⑪ to the straight joint ⑦.**

**Note:** Use new clip (Item K, I.D. 10mm)



- 13. Clamp the breather extension hose ⑪ onto the canister surge pipe ③ and the frame ⑩.**

**Note:** Use new clamp ⑭ (Item M, L=180mm).

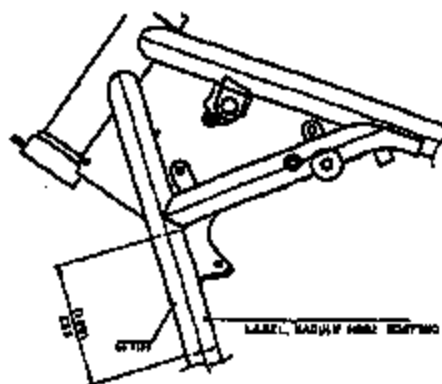


- 14. Inspect the rear air filter for discoloration caused by fuel contamination (Refer to page 2-3 of the Service Manual) and replace as needed.**

**Note:** The air filter is not part of the canister parts kit. If replaced you will need to get an authorization number from TECH-LINE or your Technical Service Manager.

- 15. Install the fuel tank (Refer to page 4-4 of the Service Manual), the seat (Refer to page 6-1 of the Service Manual) and the RH side cover.**

Clean the original vacuum hose routing label, located on the LH frame down tube, to remove any grease, oily film or dirt and attach the new vacuum hose routing label (Item P, 68387-48E21) on top of the original label.



**WARRANTY REIMBURSEMENT & CLAIM INFORMATION:**

The flat-rate time for evaporative canister replacement is 2.0 hours. Labor will be reimbursed at 100% of your approved labor rate. Parts reimbursement will be at your normal percentage.

**VZ800X K4 RECALL CAMPAIGN - EVAPORATIVE CANISTER REPLACEMENT****SCAT Short Form Instructions**

<b>CLAIM NUMBER:</b>	<b>Dealer enters number</b>
<b>ENTRY TYPE:</b>	<b>Model, Frame</b>
<b>(Dealer Chooses)</b>	<b>Control Sequence</b>
	<b>VIN</b>
<b>REPAIR DATE:</b>	<b>Enter date of repair</b>
<b>MILEAGE:</b>	<b>Enter mileage on unit</b>
<b>CAMPAIGN:</b>	<b>2067</b>

**V7800X-K4 RECALL CAMPAIGN - EVAPORATIVE CANISTER REPLACEMENT****SCAT Long Form (or paper warranty request form) Instructions*****Claim Type for unit with ADDITIONAL time or parts required***

<b>CLAIM NUMBER:</b>	<b>Dealer enters number</b>
<b>ENTRY TYPE:</b>	<b>Model, Frame</b>
<b>(Dealer Chooses)</b>	<b>Control Sequence</b>
	<b>VIN</b>
<b>REPAIR DATE:</b>	<b>Enter date of repair</b>
<b>MILEAGE:</b>	<b>Enter mileage on unit</b>
<b>CAMPAIGN:</b>	<b>2067</b>
<b>ADDTL. PART NUMBERS:</b>	<b>As approved by TECH-LINE</b>
<b>COMPLAINT CODE:</b>	<b>99 (Paper claim only)</b>
<b>DEFECT CODE:</b>	<b>BR (Paper claim only)</b>
<b>LABOR OPERATION:</b>	<b>FB9999 (Paper claim only)</b>
<b>LABOR TIME:</b>	<b>2.0 hr or as approved by TECH-LINE</b>
<b>FAILURE DESCRIPTION:</b>	<b>REPLACE EVAPORATIVE CANISTER AS PER BULLETIN VS/VX/VZ/VL #24</b>

***SCAT Long Form warranty claim entries with parts or additional labor requires a prior authorization (PAS) code from TECH-LINE or your Technical Service Manager, or the SCAT system will not accept the claim.***

**IMPORTANT:**

Successful completion of this Recall Campaign depends on your efforts.

All related service work must be done at no cost to the customer for recall service parts and labor. Incidental costs your customers may incur are not normally covered. However, if you have a customer with special needs, contact your Technical Service Manager to discuss possible solutions.

*To contact your Technical Service Manager, use the TECH-LINE "Live" toll-free telephone number of 800/756-3251. See Service News Bulletin #163 for instructions.*

**CUSTOMER SATISFACTION:**

Only your conscientious action at the dealership level can lead to a successful campaign conclusion. Please remind your staff to be sympathetic and sensitive to your customers' feelings. Please extend Suzuki's apologies for any inconvenience this recall campaign may cause them.

We apologize for any inconvenience the Safety Recall Campaign may cause you or your customers. We understand the inconvenience the implementation of this safety recall campaign has caused your customers and your dealership.

Thank you for your cooperation in conducting this very important campaign for your customers' safety and satisfaction.

**CUSTOMER REIMBURSEMENT**

If your customers' motorcycle is included in the recall and they have paid for the repair or replacement of the evaporative carbon canister, they may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers the following affected vehicles: 1999-2004 model year Suzuki VZ800 motorcycles certified to California emission standards and produced from November, 1998 to November, 2003. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of the last owner notification letter sent by Suzuki.

Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

**AFFECTED DEPARTMENTS:**

The following departments in your dealership should be notified of this information:

☒ Management    ☒ Service    ☒ Warranty    ☒ Sales    ☒ Parts    ☒ Accessories

American Suzuki Motor Corporation  
Technical Service Department  
Motorcycle / ATV



**VZ800X-K4 FUEL SYSTEM  
EVAPORATIVE CANISTER PARTS KIT  
RECALL FAX ORDER FORM**

Dealer # \_\_\_\_\_ Dealer Name \_\_\_\_\_  
Telephone # ( ) - \_\_\_\_\_ FAX # ( ) - \_\_\_\_\_  
Ordered by \_\_\_\_\_ Date \_\_\_\_\_

**KIT #99103-11184**

*List the frame numbers for both CUSTOMER and UNSOLD motorcycles*

	<i>Last Nine Digits</i>		<i>First Name, Last Name</i>
VIN	<input type="text"/>	Customer	_____
VIN	<input type="text"/>	Customer	_____
VIN	<input type="text"/>	Customer	_____
VIN	<input type="text"/>	Customer	_____
VIN	<input type="text"/>	Customer	_____
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VIN	<input type="text"/>	Customer	_____

*Use a second copy of this order form if needed.*

**EVAPORATIVE CANISTER PARTS KIT FAX LINE: 714/528-3090**



AMERICAN SUZUKI MOTOR CORPORATION  
MOTORCYCLE

July 26, 2004

### **SAFETY RECALL CAMPAIGN**

**1999 - 2004 VZ800X-K4 E33 (California models only) MARAUDER  
FUEL SYSTEM EVAPORATIVE CANISTER REPLACEMENT**

Dear Suzuki Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 1999 ~ 2004 VZ800 Marauder model motorcycles equipped with California evaporative emissions equipment. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. While most of these California emissions motorcycles were sold and registered in California and surrounding states, it is important that all Suzuki dealers be aware of this campaign and procedures.

#### ***STOP DELIVERY OF VZ800X K4s E33 CA MODELS IMMEDIATELY***

Effective immediately, **DO NOT DELIVER** an affected VZ800 California emissions specification (E33) model to a customer until you complete the recall service described in service bulletin VS/VX/VZ/VL No. 24, which will be sent to your dealership. You must verify this on the Suzuki "Certificate of Vehicle Pre-Delivery" form (99923-09823-005), which is to be completed for all new or used vehicle sales.

Suzuki Motor Corporation has determined that when one of the affected motorcycles is parked after city driving in heavy traffic, under certain conditions, elevated pressure in the fuel tank vent line due to restricted flow through the evaporative carbon canister can cause backpressure in the carburetor vent lines through the surge control valve. Due to the orientation of the rear carburetor, this can on some occasions cause liquid fuel from the rear carburetor float bowl to overflow into the rear carburetor air filter box. In the presence of an ignition source, this fuel can cause a fire. The possibility of this problem occurring is increased if the fuel tank is filled to capacity or is overfilled.

Due to the serious nature of this situation, Suzuki requires that you **PERFORM THE RECALL SERVICE AS QUICKLY AS POSSIBLE ON YOUR CUSTOMERS' MOTORCYCLES.**

The problem that this campaign addresses is only on California emissions specification (E33) units that are equipped with evaporative emissions fuel tanks and canisters. **Non-California specification models are not affected.** It is possible however, that these affected units, equipped with evaporative canisters, could be brought in to your dealership for this modification campaign.



## **DEALER NOTIFICATION LETTER - Page Two of Three**

### **AFFECTED UNITS:**

The following models are affected: 1999 ~ 2004 VZ800 motorcycles certified to California emissions standards ("California specification VZ800 motorcycles"). California specification VZ800 motorcycles are equipped with an evaporative emission control system. This system is not equipped on VZ800 motorcycles that are not certified to California emissions standards.

California specification VZ800 motorcycles can be distinguished from non-California specification VZ800 motorcycles by the compliance statement that appears on the Vehicle Emission Control Information label that is affixed to the motorcycle frame.

### **CUSTOMER NOTIFICATION:**

For affected motorcycles that have already been delivered to customers, perform the recall service as promptly as possible. Attached is a letter being sent to all registered owners of affected motorcycles about whom we have information. This letter will be mailed July 30, 2004.

If your dealership sold an affected California model VZ800X-K4 Marauder to a customer, but have not yet submitted a SCAT registration, send the sales information to American Suzuki **AT ONCE**. We will send the customer an owner notification letter when we receive the sales information from your dealership. Since only you know the identity of these customers, **you must immediately notify these customers of the Safety Recall Campaign.** Please telephone all of these customers and inform them of the need to stop riding their California model VZ800 Marauder motorcycle.

Suzuki will mail you a list of affected motorcycles your dealership has sold and registered up to August 2, 2004. Use this list to track the recall services you perform and to contact customers that are affected.

### **NEW CA. MODEL VZ800 MOTORCYCLES DELIVERED TO YOUR DEALERSHIP & STILL IN INVENTORY:**

Units in the affected frame number range invoiced and delivered to your dealership that are still in inventory must be modified before delivery to a customer.

### **UNITS OUT OF REACH**

If you are aware of any affected units which have been scrapped, stolen or exported outside of the United States, send this information to the Suzuki Warranty Dept. in Brea, CA.

### **REPAIR PROCEDURES**

Service Bulletin VS/VX/VZ/VL Bulletin No. 24 will contain instructions on how to perform the recall service. You will replace the existing carbon canister with a different style and install a new line hose. The new canister has reduced backpressure due to a revised structure and an additional port for separate routing of fuel tank vapors and carburetor vapors to the carbon canister. Repair time will be approximately 2.0 hours of flat rate labor. This will be done at no cost to the customer for parts and labor.

### **REPAIR PARTS**

Recall kit parts should be ordered using a copy of a special fax order form that will be included with the Technical Service Bulletin. Make copies of this form for future use. Refer to the Technical Service Bulletin for details.

## **DEALER NOTIFICATION LETTER - Page Three of Three**

### **WARRANTY CLAIM PROCESSING**

Service bulletin VS/VX/VZ/VL No. 24 will contain warranty claim submission information.

### **IMPORTANT**

Successful completion of this recall campaign depends on your efforts. It is very important that your dealership contact each affected VZ800 customer and inform them of the need to have this recall service performed. You must perform the recall service and submit a SCAT claim or Warranty Request Form within the shortest possible time.

It is your responsibility to perform the recall service on any affected motorcycle brought to your dealership, even if your dealership did not originally sell the motorcycle.

All recall campaign service is to be done at no cost to the customer for parts and labor. Incidental costs your customers incur are not normally covered; however, if you have a customer with special needs, such as motorcycle transportation, contact your Technical Service Manager to discuss possible solutions.

### **CUSTOMER SATISFACTION**

Please be sure that all dealership personnel are familiar with the recall procedures. Only your conscientious action at the dealership level can lead to a successful campaign. Please remind your staff to be sympathetic and sensitive to your customers' feelings. Please extend Suzuki's sincere apologies for any inconvenience this recall may cause.

We apologize for any inconvenience this recall may cause you or your customers. Thank you for your cooperation in conducting this very important campaign for our customers' safety.

Sincerely,

American Suzuki Motor Corporation



AMERICAN SUZUKI MOTOR CORPORATION  
MOTORCYCLE

July 30, 2004

## **SAFETY RECALL CAMPAIGN**

**1999 - 2004 VZ800X-K4 E33 (California models only) MARAUDER  
FUEL SYSTEM EVAPORATIVE CANISTER REPLACEMENT**

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 1999 - 2004 VZ800 Marauder model motorcycles equipped with California evaporative emissions equipment. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that when one of the affected motorcycles is parked after city driving in heavy traffic, under certain conditions, elevated pressure in the fuel tank vent line due to restricted flow through the evaporative carbon canister can cause backpressure in the carburetor vent lines through the surge control valve. Due to the orientation of the rear carburetor, this can on some occasions cause liquid fuel from the rear carburetor float bowl to overflow into the rear carburetor air filter box. In the presence of an ignition source, this fuel can cause a fire. The possibility of this problem occurring is increased if the fuel tank is filled to capacity or is overfilled.

### **▲ WARNING**

**DO NOT RIDE YOUR CALIFORNIA MODEL VZ800 UNTIL THE EVAPORATIVE EMISSIONS CANISTER RECALL SERVICE IS COMPLETED.**

To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your VZ800 until your Suzuki dealer has completed the recall service.

Suzuki strongly suggests you not ride your VZ800 until the evaporative emissions canister recall service has been completed. If you elect to ride your motorcycle, take extra care when fueling it. Do not overfill the fuel tank. Do not fill the fuel tank to the top of the filler neck, stop filling a few inches below the filler neck. Try to avoid city driving in heavy traffic. Park your machine away from possible ignition sources. Schedule this repair as soon as possible.

### **WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE**

Your authorized Suzuki dealer will replace your existing evaporative canister with a different style canister along with other incidental parts. Repair time is approximately 2 hours and will be done at no cost to you for parts or labor.

### **TO RECEIVE THE FASTEST POSSIBLE SERVICE**

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized dealer to get your motorcycle's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. It will be necessary for your dealer to order the parts. A sufficient quantity of parts are currently available, but must first be ordered. By scheduling a specific time, your dealer will be better prepared to perform the recall service once your motorcycle is in the service department. Please allow three hours for the repair, it may be necessary to leave your motorcycle with the dealer overnight, so check with your dealer regarding the delivery time.

When you pick up your repaired motorcycle, please allow a few extra minutes for your dealer to prepare and complete the necessary warranty paperwork with you.

## **CUSTOMER NOTIFICATION LETTER - Page Two of Two**

### **TO RECEIVE THE FASTEST POSSIBLE SERVICE cont.**

If you have special circumstances, discuss them with your Suzuki dealer.

Suzuki understands that some customers may have difficult circumstances to overcome in bringing their motorcycle to the dealership for repair. We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. Please remember however, that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

### **QUESTIONS & ANSWERS**

Your Suzuki dealer has been provided specific and complete instructions regarding this recall service. Please call your dealer if you have any questions. Your local Suzuki dealer can provide the fastest responses to your questions or concerns about the recall service. Your dealer can also contact Suzuki on your behalf if you have a unique question or concern.

If you have difficulty having the recall service performed on your motorcycle you may contact the American Suzuki Customer Service Department for assistance at 714-572-1490.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall procedure to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after July 30, 2004 you may submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

### **CUSTOMER REIMBURSEMENT**

If your motorcycle is included in the recall and you have paid for the repair or replacement of the evaporative carbon canister, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers the following affected vehicles: 1999-2004 model year Suzuki VZ800 motorcycles certified to California emission standards and produced from November, 1998 to November, 2003. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of the last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Motorcycle Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (714) 572-1490.

If you no longer own a VZ800 or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your VZ800, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation